

VIRGINIA RELAY SERVICE
Customer Contact Report
(February, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	4	8	12
Relay/OSD Related			
Other			
Total Commendations	4	8	12
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related	1	1	2
Miscellaneous			
Billing Rate	1	6	7
Scope of Service			
Other (Misc)			
Total Complaints	2	8	10
III. Inquiries/Comments	Voice	TTY	Total
General Information	1		1
Outreach/Marketing			
Explain Relay	1		1
TTY Distrib/Purchase	2		2
LEC Service			
Billing/Rate	5	3	8
Computer Settings	2		2
Technical Related	1	1	2
Other		6	6
Total Inquiries/Comments	12	10	22
Grand Total	18	26	44